

# CUSTOMER PORTAL SUBMIT AN AMENDMENT

## SLIDE 1

How and why to submit a permit amendment

## SLIDE 2

Some of the reasons why you would do a permit amendment.

The original scheduled works, start and end times, require extension for works to be completed. Example, due to wet weather.

The documents that were attached to the original permit have been amended. Example, site drawings have been updated, or the conditions on the original permit require changes. Example, traffic disruption times have changed.

OR

General incorrect information was provided on original permit, and needs to be amended so the permit can remain valid.

## SLIDE 3

To apply for an amendment, your current permit **must**, still be within it's commencement, and expiry date.

If your current permit has expired, you can only submit a new application to be processed, and approved.

Please try to allow atleast seven days for processing a permit amendment request.

Try to avoid applying for a permit amendment, 1 day prior to permit expiry of the original permit.

Ensure that you upload any additional, or amended documentation with your permit amendment request, to assist with efficient processing and approvals.

## **SLIDE 4**

The upcoming demonstration, will show you how to submit a permit amendment request, for your current permit.

## **SLIDE 5**

Open the permit that you wish to submit an amendment on via the permit number.

Scroll to the bottom of the page and click create amendment.

Complete the amendment description and the amendment reason panels with as much relevant details to support your amendment request as you are able.

**E.G Description:** Request extension of end date from 31/01/23 until 30/04/2023

**E.G Reason:** Due to wet weather event

The primary contact field will be auto-populated with the name of the person that input the original permit.

Click save.

Scroll down and upload any amended documents if required.

Click submit amendment request.

The request will now be forwarded to TMR support staff for processing and approval.

When you receive an approval back you will notice that the amended permit will display in the current permit view and will have the same permit number as the original permit but will have a dash A1 at the end, meaning Amendment 1.

You can request as many amendments on a permit as required and the number will be concurrent with the last.

**E.G** A1, A2, A3 and so on

## **SLIDE 6**

For any questions, feedback, system enhancement suggestions or general enquiries, please contact your local district from the details provided here.